

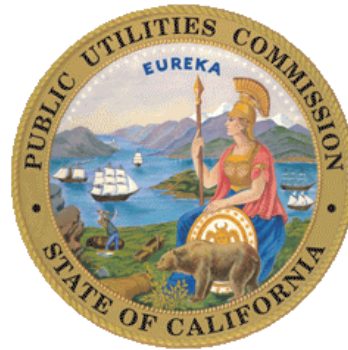
Lower Natural Gas Use at Home!

1. Set your furnace thermostat to 68 degrees or lower. Every degree helps lower your bill!
2. Set your water heater to 120 degrees.
3. Install low-flow showerheads and wrap older water heaters with jacket installation.
4. If you don't have an energy efficient water heater or furnace, consider buying one – it will save you money in the long run.
5. Replace or clean your furnace filters once a month.
6. Caulk around windows and doors. This low-cost action can make a difference!

Lower Electricity Use Too!

1. Make sure any unnecessary lights and appliances (including computers) are turned off.
2. Open blinds and drapes during the day so the sun can warm your home. Close them at night.
3. Run only full loads in your washer, dryer, and dishwasher.

**Visit your utility's website for
more information and helpful tips!**



California Public Utilities Commission

505 Van Ness Ave.
San Francisco, CA 94102

Public Advisor, toll free:
(866) 849-8390

<http://www.cpuc.ca.gov>

**If you have a concern or
complaint that cannot be
resolved with your utility, call
the CPUC's Consumer Affairs
office toll-free: 1-800-649-7570.**

California Public Utilities Commission

PREPARING FOR HIGH NATURAL GAS PRICES THIS WINTER



Winter 2005

CPUC Helps Consumers Manage Rising Gas Prices

The California Public Utilities Commission (CPUC) has recently taken steps to help lessen the impact of this winter's rising natural gas prices on consumers:

- Simplified enrollment in low-income programs and increased eligibility so that more customers qualify for a 20 percent discount on utility bills.
- Established a "no shut off" policy as long as minimum bill payments are made. In addition, low-income customers will not be dropped from programs during the winter months for failure to recertify income eligibility.
- Required utilities to waive reconnection fees and deposits for qualifying low-income customers this winter.
- Directed utilities to expand and improve programs that allow customers to pay level bill amounts throughout the year.
- Approved a 10/20 plan for PG&E that offers a 20 percent discount for customers who reduce their natural gas usage by 10 percent or more.
- For SoCalGas customers, approved using low-cost storage natural gas to supply low-income customers, saving tens of millions of dollars.
- Approved expanded natural gas purchase insurance (i.e., hedging) for utilities to protect against even higher natural gas prices.

Helping to Reduce Natural Gas Dependence

There are a number of ways the CPUC is ensuring the state has adequate natural gas supplies and infrastructure. One way is through energy efficiency and renewable energy power. This year, we launched the most ambitious energy efficiency and conservation campaign in the U.S. - approving \$2 billion for energy efficiency programs for 2006-2008.

Energy Efficiency

- Gas and electric energy efficiency reduces natural gas demand, thereby lowering bills and putting downward pressure on prices.
- Utilities provide rebates to customers who purchase energy efficient appliances.

Renewable Electric Generation

- As much as 50 percent of California's natural gas demand goes to generate electricity. Renewable power will lower the natural gas demand for use in electric generation.
- The state's Energy Action Plan II includes a goal of 20 percent renewable power used by each electric utility by 2010, and endorses an aggressive effort to achieve 33 percent renewable generation by 2020.

In addition, the CPUC, working with other state and federal agencies, regularly reviews and analyzes natural gas market information and data to protect consumers from possible price manipulation.



Consumer Programs

Many consumer programs and rebates are available to help you lower or manage your natural gas bills. These include:

- California Alternate Rates for Energy (CARE): Eligible low-income customers receive a 20 percent bill discount
- Family Electric Rate Assistance (FERA): Lower rates for qualifying customers
- Low-Income Home Energy Assistance Program (LIHEAP): Financial assistance with energy bills and weatherization projects
- Low-Income Energy Efficiency Program (LIEE): No-Cost weatherization services
- Level-Bill Options: Customers pay a level amount throughout the year

Please contact your utility for information on these and other programs.

PG&E

(800) 743-5000

<http://www.pge.com>

SDG&E

(800) 411-7343

<http://www.sdge.com>

SoCalGas

(800) 427-2200

<http://www.socalgas.com>

Southwest Gas

(800) 443-8093

<http://www.swgas.com>

So. California Edison

(800) 655-4555

<http://www.sce.com>